

FREQUENTLY ASK QUESTIONS

BEFORE PLACING YOUR ORDER - IMPORTANT INFORMATION

Please read the answers to some of our frequently asked questions before placing your order. If you have questions not answered here, please do call us at **561-366-3451**, or email us at exhibitorservices@pbconventioncenter.com. Our office hours are 8:00am-4:30pm EST, Monday-Friday.

Q: HOW DO I PLACE MY ORDER FOR PBCCC SERVICES?

A: Visit www.pbconventioncenter.com and proceed to the Exhibitor Information page. Click the link for the Online Ordering Portal and proceed to locate your event. On the next screen, you will be prompted to create an account. Once your account is created, you will now be able to begin ordering your equipment and services. Proceed to Store, add your items & Review your Cart. Please have a valid credit card when you are ready to check out. Checks are not accepted.

Q: I BELIEVE I AM TAX EXEMPT.

A: **STOP!** You cannot order online. You must contact us directly via email or phone and we will send you a PDF form to fill out. Exhibitors will be required to provide Tax Exemption documentation before order can be processed.

Q: WHAT ARE THE RULES FOR MY BOOTH?

A: Please carefully review your **Exhibitor Ordering Kit**, as well as the **Exhibitor Policies & Procedures** from the main website. These guidelines are not meant to be comprehensive, but instead to give you an idea of some things you may need to keep in mind when planning your booth. You are responsible for researching and understanding all relevant codes—any onsite violations will be subject to additional charges in order to bring your booth into compliance.

Q: CAN I RUN MY OWN ELECTRICAL CORDS UNDER FLOORING OR DISTRIBUTE HIGH VOLTAGE POWER ON THE GROUND?

A: **No.** You must pay for electrical services to distribute power, and order a separate outlet for each location where you require power on the ground.

Q: CAN I BRING IN OUTSIDE FOOD AND DRINK?

A: **NO** — OVG Hospitality is the exclusive provider for all food and beverage within PBCCC facilities. Food or beverages may not be brought in or delivered to the PBCCC for personal consumption. Exhibitors may order and arrange catering services via our online ordering system. For additional information please contact the OVG Sales Team at 561-366-3002.

Q: I NEED HELP WITH SHIPPING/FURNISHINGS/CARPET/SOMETHING ELSE I DON'T SEE ON HERE.

A: Please contact your **General Services Contractor** or the person from whom you purchased your booth. You can also contact us and we will attempt to point you in the right direction.

GENERAL INFORMATION

Q: ARE EXHIBITOR SERVICES AVAILABLE FROM THE CEILING?

A: Limited sources are available from the ceiling for Rigging Purposes ONLY. Additional fees may apply.

Q: CAN I ACCESS EXHIBITOR SOURCES FROM THE FLOOR DIRECTLY?

A: No, services must be installed exclusively by PBCCC staff.

Q: WHERE WILL MY SERVICES BE LOCATED?

A: As default, services are installed at the rear center of a booth space, however, for peninsula and island booths, services will be installed in the location most convenient.

Q: DO I NEED TO SUBMIT A FLOOR PLAN OR BOOTH GRID?

A: If you require services to be installed in specific locations, especially with carpet installation, you will be required to submit a booth diagram/grid, booth orientation and services coordinates.

Q: DO I NEED TO ADD LABOR CHARGES?

A: No, all services listed include labor to install and remove said service. Additional fees may apply if there are open end machines, if hardwire installation is needed, or if cord caps or pigtailed need to be provided. If an exhibitor requires additional electrical labor, outside the standard services, services will be billed at an hourly rate. Labor rates are based on current wage and benefit rates and are subject to change without notice.

Q: CAN I ADD ANOTHER EXHIBITOR SHARE SERVICES?

A: No, each exhibitor must order and pay for their own utility services separately.

Q: CAN I CANCEL SERVICES ON-SITE?

A: Refunds will not be considered for services cancelled on-site.

ELECTRICAL SERVICES

Q: HOW DO I KNOW HOW MUCH POWER TO ORDER?

A: Please see our ordering guidelines or see our list of power requirements for common office and household items.

Q: WILL THE ELECTRICAL SERVICES BE TURNED ON WHEN I ARRIVE AT MY BOOTH?

A: Yes, electrical services will be available for use immediately upon installation.

Q: HOW MANY PLUGS DO I GET FOR EACH POWER SOURCE ORDERED?

A: Each power source ordered and installed by the PBCCC is a **single receptacle** capable of receiving a single device.

Q: CAN I SUPPLEMENT THE SINGLE POWER SOURCE PROVIDED WITH EXTENSION CORDS AND MULTI-OUTLET FIXTURES?

A: Yes, you can supplement your power source with a surge protector for additional outlets and extension cords to extend your power source. Cords and surge protectors are available at the Exhibitor Service Desk for a fee.

Q: CAN I BRING MY OWN EXTENSION CORDS AND SURGE PROTECTORS?

A: Yes, customers are welcome to bring their own supplemental equipment.

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ELECTRICAL SERVICES, contd.

Q: WHAT IS THE MINIMUM POWER I CAN ORDER?

A: The minimum power source available at the PBCCC is (1) 120V – 10amp (1000-watt receptacle).

Q: DOES THE POWER STAY ON FOR 24 HOURS?

A: Yes, power is available 24 hours.

Q: IS THERE AN ADDITIONAL CHARGE FOR 24 HOUR POWER?

A: No, there is not an additional charge for 24-hour power.

Q: HOW DO I KNOW WHICH SERVICES BELONG TO MY BOOTH?

A: All services will be identified with a LABEL/TAG indicating the show, booth name and booth number.

Q: WHAT HAPPENS IF I DID NOT ORDER ENOUGH POWER AND ACCIDENTALLY BLOW A CIRCUIT BREAKER?

A: If you blow a circuit breaker on a power strip, you can simply reset it from the unit. However, if you blow a circuit breaker to our distribution boxes, we will reset our box. You may be responsible for a resetting fee.

INTERNET SERVICES & TELEPHONE LINES

Q: HOW MANY DEVICES CAN OPERATE OFF A SINGLE HARDLINE INTERNET CONNECTION?

A: PBCCC provides a single IP address per internet connection order. Individual IP address must be ordered for each device requiring connectivity.

Q: CAN I USE A HUB FOR MY INTERNET SERVICE?

A: Internet connections are locked to the number of IP addresses ordered.

Q: CAN I USE A ROUTER FOR MY INTERNET SERVICE?

A: No, the use of Routers, Wireless LAN's or any other hardware or software for the purpose of sharing an IP address is prohibited.

Q: IS THERE WIRELESS INTERNET SERVICE AVAILABLE?

A: Yes, a complimentary wireless internet service is available throughout the facilities. The wireless services have limited bandwidth and speed. Upgrade to Deluxe or Premium according to needs. Additional Fees will apply. Some shows do sponsor open Wi-Fi networks in the exhibit hall—contact your event organizer to find out if they have done so.

Q: DO I NEED A LONG-DISTANCE PHONE LINE TO OPERATE A CREDIT CARD MACHINE?

A: No, most credit card terminals dial toll-free numbers for transactions. Customers will only require a local phone line.

Q: DO I HAVE TO DIAL A SPECIAL NUMBER TO ACCESS AN OUTSIDE LINE?

A: Yes, all phone lines are dial-9 to access outside lines.

Q: WHAT ARE THE LONG-DISTANCE CHARGES?

A: Long distance charges are the prevailing AT&T rates at time of usage.